

Basic Training



Each new Department of Corrections employee will receive training at the beginning of your employment, and throughout your years of service with the agency.

Prior to attending basic training each employee will complete one week of institutional orientation. New employees responsible for the care, custody and control of inmates must complete four weeks of basic training (Phase I & Phase II) at the Departments Training Academy. One week of hard skills training (Phase III) will be completed at the institution. After completing Phase I, II and III the employee will receive two weeks of on-the-job training at the institution.

The training classes, plus room and board are provided at no expense to the employee. Lodging is provided for employees who are employed at institutions (not your residence) that are more than 50-miles from the Training Academy.

Employees returning from active military duty (after an absence from the department for one year or more) will have to complete basic training.

Institutional Orientation

Prior to attending the Phase I and II Basic Training program custody staff will receive an orientation program at their institution that will contain the following:

- Administrative issues (ID, name tags, insurance, etc.) will be addressed.
- Uniforms will be issued and fitted to the employee.
- A tour of the facility where the staff member is assigned will be conducted.
- A brief synopsis on the institutional organization and the mission of the department will be given.
- Employee handbooks will be issued and reviewed for clarity.

- Inmate rule books will be given to each employee along with a short orientation of its importance.
- Employees will be given an opportunity to view the MOSER's Benefit tape which outlines part of the Department benefit package.
- The following policies and procedures will be explained in detail:

Policy Number Policy

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| D2-4 | <u>Performance Appraisal</u> |
| D2-5 | <u>Employee Personnel Records - All Sections</u> |
| D2-6.3 | <u>Injury/Workers Comp.</u> |
| D2-7 | <u>Employee Benefits - All Sections</u> |
| D2-8 | <u>Time and Attendance - All Sections</u> |
| D2-9 | <u>Employee Discipline - All Sections</u> |
| D2-10 | <u>Human Relations - All Sections</u> |
| D2-11 | <u>Employee Standards - All Sections</u> |
| IS 2-1 | <u>Personal Appearance - All Sections</u> |
| IS 4 | <u>Property and Facility Management - All Sections</u> |
| IS 12-4.1 | <u>Suicide Intervention Procedure</u> |
| IS 19 | <u>Inmate Discipline - All Sections</u> |
| IS 19-2 | <u>Investigation/Preservation of Evidence</u> |
| IS 20 | <u>Security, Custody and Control - All Sections</u> |
| IS 20-2 | <u>Control of Weapons and Security Equipment - All Sections</u> |
| IS 20-3 | <u>Use of Force - All Sections</u> |
| IS 20-5 | <u>Emergency Plans - All Sections</u> |
| IS 22-1 | <u>Inmate Retention of Personal Property</u> |
| IS 22-2 | <u>State Property Issue</u> |

An explanation of key Institutional Standard Operating Procedures and Post Orders should be addressed following the policy review.

Phase I Basic Training

RECEPTION AND ORIENTATION - (2 HOURS)

During this presentation the employee is welcomed to the department. Academy standards and requirements are outlined together with other administrative concerns.

OVERVIEW OF THE MISSOURI DEPARTMENT OF CORRECTIONS - (4 HOURS)

In this presentation new employees are introduced to the Department's Mission Statement and the elements of the Department's Philosophy, examining how it impacts them personally as well as organizationally. Teamwork is the theme as participants look at the contributions each division makes toward offender habilitation.

THE PROFESSION OF CORRECTIONS- (8 HOURS)

While certain standards of behavior should be implied in any workplace, the unique setting of a prison gives rise to questions about what constitutes ethical and unethical behavior. By identifying "Corrections as a Profession," we examine the "Pillars of Character" which comprise professionalism and the effects of customer service in the profession of corrections.

A CONNECTED EFFORT: RESTORATIVE JUSTICE - (4 HOURS)

Explores the philosophy of restorative justice and how this concept changes the focus of traditional corrections from the offender to a balance of the rights and interests of the crime victim, the offender and the community. This module examines each stakeholder and talks about the steps our agency is taking in adopting this correctional trend.

THE DEPARTMENT'S RESPONSE TO SUBSTANCE ABUSE - (4 HOURS)

The majority of offenders that are incarcerated in our department have been impacted by substance abuse and as correctional professionals we must address this issue. This module analyzes substance abuse, the factors that perpetuate abuse and how this abuse affects offenders, staff and the public. It also evaluates the department's goals for treatment and how those goals apply to the Mission statement.

STRESS MANAGEMENT - (4 HOURS)

The student learns how to identify situations that cause stress and techniques on how to control or avoid stress. The effects of stress on the person are also discussed.

CONFLICT RESOLUTION THROUGH COMMUNICATION - (4 HOURS)

Communication is a key ingredient in any environment, especially one as challenging as corrections. This curriculum explores personality types and how they differ; examine five approaches to conflict resolution, determining how they impact our decision making; and evaluate how listening skills affect the communication process.

GENDER ISSUES: A NEW MILLENNIUM - (6 HOURS)

While traditional work roles are becoming a thing of the past, the struggle to understand one another in the workplace continues. This program analyzes the barriers to gender communication and explores ways to overcome these barriers. It also examines the impacts of gender interaction in the workforce and allows participants the opportunity to determine how these interactions benefit our organization.

MANAGING DIVERSITY - (6 HOURS)

This program examines "organizational diversity" and how diversity can expand knowledge, creativity, and improve overall productivity. Topics included are understanding the concept of diversity, relevance of diversity, self assessment profiles, barriers to diversity, and strategies for overcoming the barriers.

VERBAL JUDO - (16 HOURS)

This course encourages staff to strive to seek a peaceful and positive resolution to verbal confrontation before it escalates into a physical encounter, using empathy, professional integrity, and mediation. Guidelines for developing skills in tactical and professional communication are set while putting responsibility for behavior in its proper perspective.

INFECTIOUS DISEASES - (2 HOURS)

A video is shown that covers the concerns people working in a correctional setting may have about AIDS. We discuss symptoms as well as techniques that may be used on the job to reduce being at risk for AIDS. It also includes explanations of TB and Hepatitis B.

CONSTITUTIONAL LAW IN CORRECTIONS - (10 HOURS)

This course explains how this body of jurisprudence affects the rights of those incarcerated and the responsibilities of the Department employees in protecting those rights. Specific attention is given to the First, Fourth, Fifth, Sixth, Eighth and Fourteenth amendments as they pertain to their application in a correctional setting. Applications of U.S. Constitution, Missouri Constitution, as well as, state and federal laws are the basis for this course.

Phase II Basic Training

USE OF FORCE ISSUES - (6 HOURS)

Department policy on use of force, court direction, and trends as well as the use of force continuum is reviewed. Case studies will be used to stimulate discussion and enhance understanding. This course also focuses on professional responses with the concept of always using the least amount of force needed, when to initiate force in appropriate situations, and the point at which force is no longer required. Reporting of witness abuse is emphasized.

STAFF/OFFENDER RELATIONS - (4 HOURS)

This class consists of lecture and role plays. It teaches how to communicate with offenders as well as traits that offenders like and dislike in staff. The proper attitude for staff when making requests and responding to requests by offenders is also covered.

ANATOMY OF A SET-UP - (4 HOURS)

This class provides employees an inside look at criminal thinking and behavior. It outlines the steps of a set-up (manipulation) and describes the process. This class is designed to provide employees with techniques to prevent or stop a set-up. It also helps the employee realize the importance of monitoring his/her behavior and at the same time improve staff/offender relations. Procedures for reporting set-up attempts are also covered.

SPECIAL NEEDS OFFENDERS - (4 HOURS)

The student will be able to compare and contrast individuals with mild mental retardation, learning disabilities, and emotional problems. They will assess the potential problems from these impairments, predict how staff might be affected and learn techniques that facilitate learning and effective communication.

SELECTED POLICIES - (4 HOURS)

Policies and procedures impact institutional staff on a daily basis. This curriculum examines those policies that most frequently impact institutional staff. Specifically examined in this module are employee appearance, institutional counts, offender movement, and segregation status.

SUICIDE INTERVENTION/PREVENTION - (4 HOURS)

This course provides information on recognizing a potentially suicidal offender, warning signs, reasoning and preventive techniques to be used by staff.

REPORT WRITING - (8 HOURS)

This course deals with the purposes and reasons for writing good reports as they pertain to DOC. Components include the "Seven Essentials" of writing reports and the "Four Cs" which help the writer check for correct usage of punctuation and grammar, conciseness, completeness and clarity. The importance of one's signature as a guarantee of accuracy is also included. Students are required to write a report on a specific incident which is graded on the skills taught in class.

PEPPER SPRAY - (2 HOURS)

This class instructs students in the proper use of pepper spray.

EVIDENCE - (2 HOURS)

During this course staff are given basic knowledge of the collection and preservation of evidence at a crime scene. Course presentation is done by lecture and visual aids. Students participate in a case study analyzing what a crime scene is and what steps are taken to collect and preserve evidence.

SEARCHES - (4 HOURS)

Department policies and procedures on searches are discussed in detail in this course. Emphasis on cross-gender searches is stressed along with the proper methods of performing searches. A practice cross-gender search is done by each student during this course.

CONTRABAND - (4 HOURS)

The contraband class helps students understand why offenders produce, hide and traffic contraband. It will also help the student realize the possible impact contraband has on staff, offenders and the institution.

DRUGS AND AWARENESS OF CHEMICAL DEPENDENCY - (4 HOURS)

This curriculum continues where the *"Department's Response to Substance Abuse"* module leaves off by further analyzing the impact of use/abuse of chemical substances on the Department and society. It provides an in-depth examination of chemical classifications through symptom analysis helping institutional staff identify offenders who may be under the influence of illicit substances.

RESTRAINTS - (4 HOURS)

The students will learn how to inspect, apply and remove restraints using department approved techniques.

OFFENDER TRANSPORTATION - (4 HOURS)

Offender transportation can be one of the most dangerous facets of corrections. This module helps staff analyze criminal history and prepare for a transport; it looks at challenges that face transport staff, through situational exercises, allowing them to determine correct courses of action as provided for by policy; and reinforces escort protocols established in the *"Restraint"* module applying them to transports.

THREAT GROUP BASICS - (4 HOURS)

This program will provide participants with basic knowledge of threat groups, both on the street and in the correctional facilities. It explores the motivating factors that encourage threat group participation, recruitment efforts and the criminal activities that these groups may be involved. Staff will have the opportunity to examine the threat group identification characteristics and determine with what group they associate.

RIOTS, DISTURBANCES, AND HOSTAGES - (4 HOURS)

This course will help staff identify general causes of riots and how to prevent and control them. It also covers what to do if you are taken hostage and how to deal with the hostage takers.

STAFF SURVIVAL AND SUCCESS - (4 HOURS)

This course will provide direction for a successful career by identifying career opportunities and detailing steps required for setting and obtaining goals.

Phase III Hard Skills (Completed at the Institution)

CELL SEARCHES - (4 HOURS)

This course is a hands-on, supervised cell search conducted in an actual institutional housing unit.

DEFENSIVE TACTICS - (20 HOURS)

This module provides new employees training with basic defensive skills needed for self-protection. Defensive techniques for multiple areas of attacks are the focus of this program. Staff also explores jeopardy and the requirements for force escalation.

FIREARMS/CLASSROOM - (8 HOURS)

Through classroom presentation the student will learn firearms range and safety rules, department policy, techniques of good shooting (rifle, pistol and shotgun), and the nomenclature of our weapons. At the conclusion of the course, students are expected to understand and list shooting fundamentals, use of force (i.e., deadly force), and understand shooting options.

FIREARMS/RANGE - (8 HOURS)

This training is designed to test the correctional officer in the proper use of firearms on the firing range to ensure they meet department standards for certification in the use of firearms.

STANDARD FIRST AID AND ADULT CPR - (8 HOURS)

This health service course adds standard first aid (SFA) procedures to a somewhat abbreviated Adult CPR (cardiopulmonary resuscitation) course. Some of the SFA procedures include actions to take for burns, seizures, bleeding and shock. Upon successfully passing two tests, this course certifies the participant in Adult CPR and SFA procedures.

ON THE JOB TRAINING

Once custody staff has completed the Phase I and II Basic Training curriculum, they will return to their respective institutions to complete Phase III and an On-the-Job training module.

The OJT module consists of an 80-hour familiarization with work assignments that custody staff will encounter within their classification. While OJT assignments will vary from institution to institution it is required that the chief of custody assign new custody staff to key posts (i.e. Control Center, Segregation Units, Protective Custody Units, etc.) with experienced correctional officers who will provide coaching on the correct procedures of the posts. This assignment will occur prior to shift assignment allowing new staff to become familiar with operational procedures of their assigned institution.

In Service Training

Each Department of Corrections employee is required to complete 40-hours of in-service training every year. Employees working in the institutions will be required to complete CORE training every year (this will apply to the 40-hours of in-service training. This training is provided at each institution.)